Dimplex

Cavendish CSH20, Chesford CSD20

08/50756/1 Issue 1

CE The product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3 These cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC

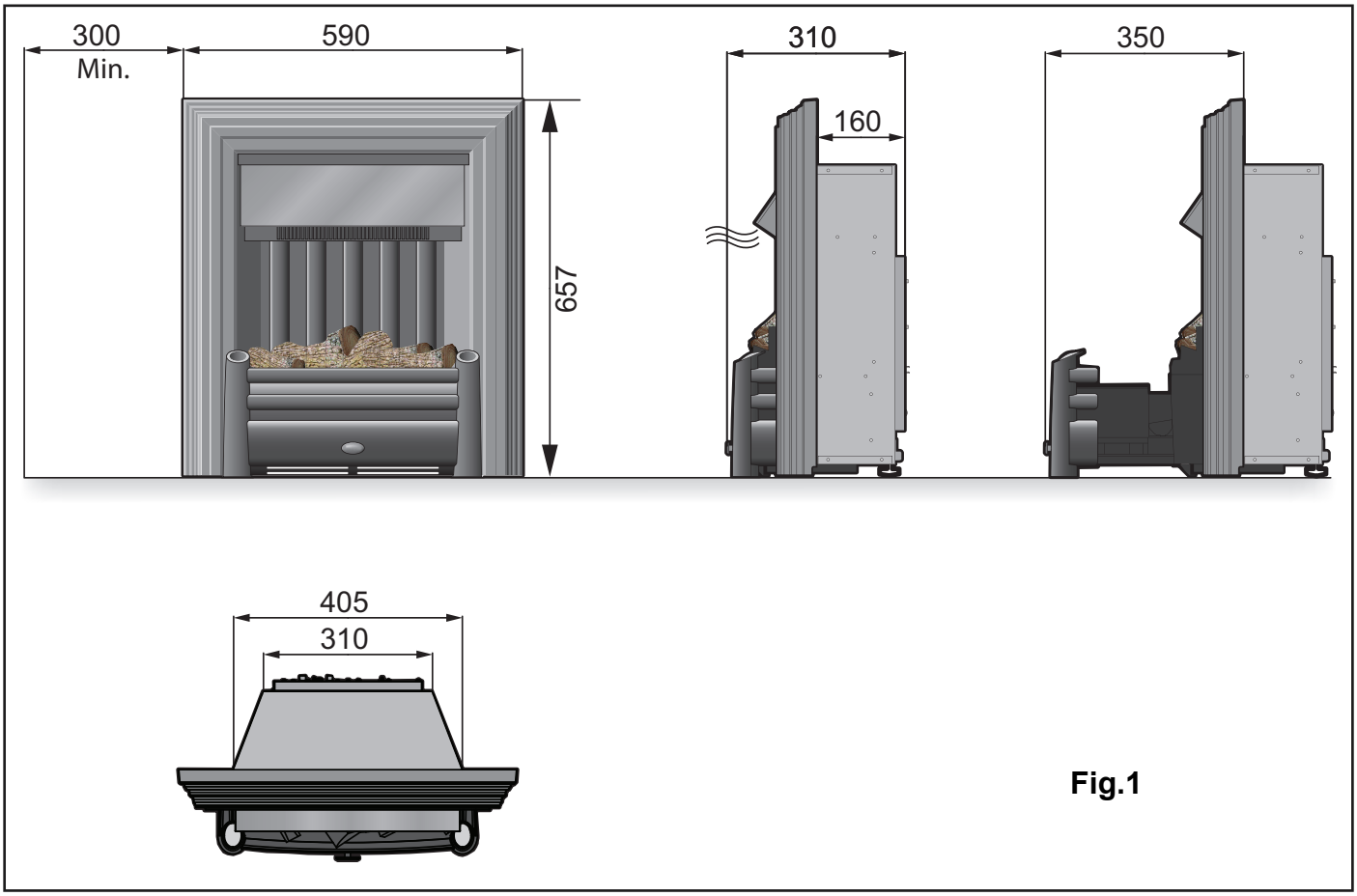


Fig.1

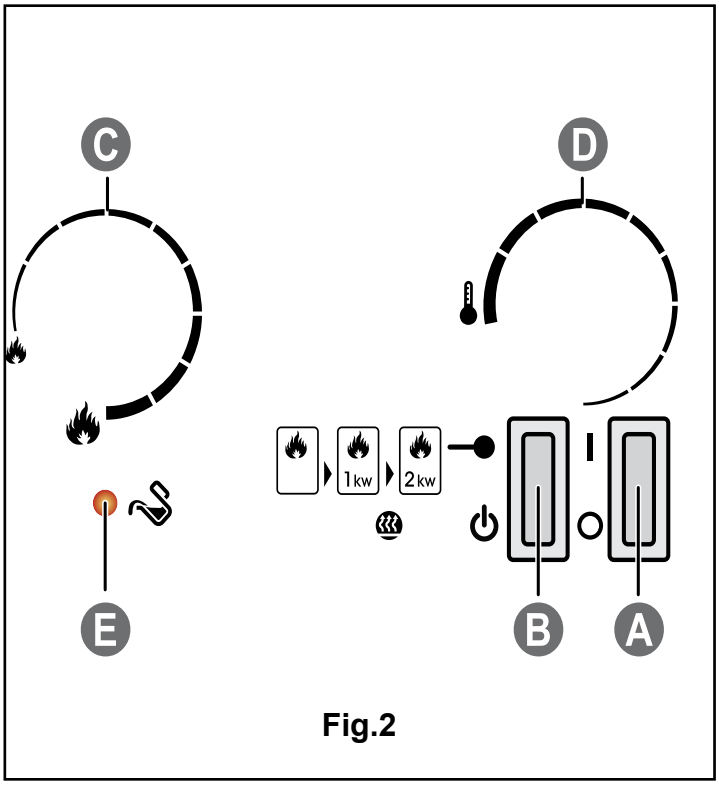


Fig.2

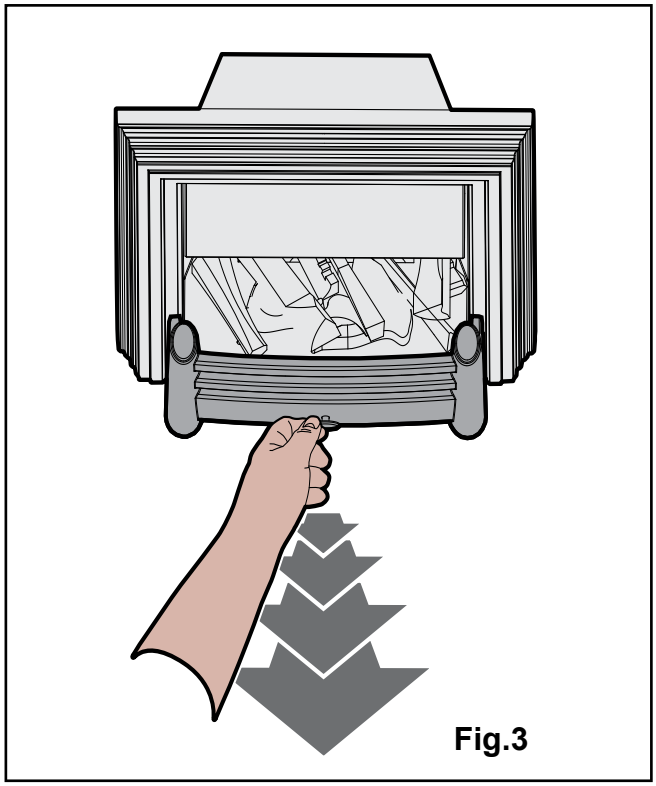


Fig.3

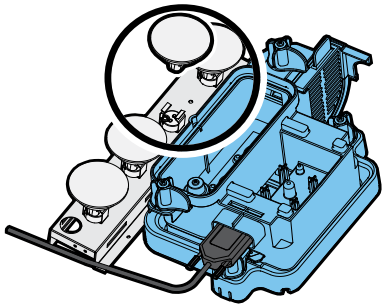


Fig.4

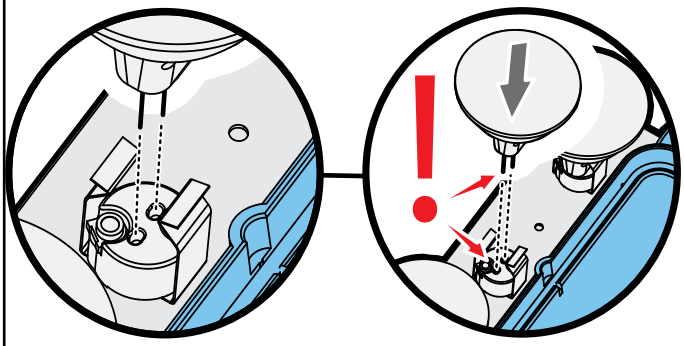


Fig.5

Fig.6

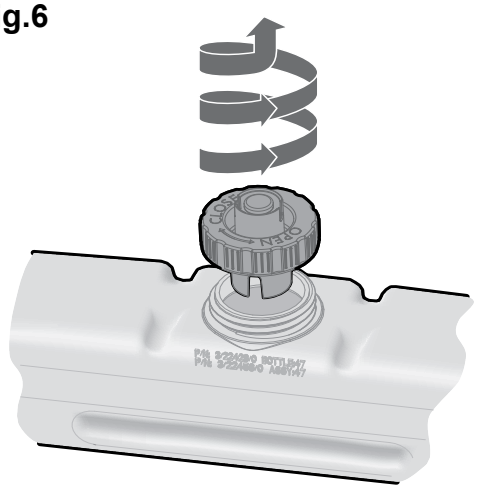
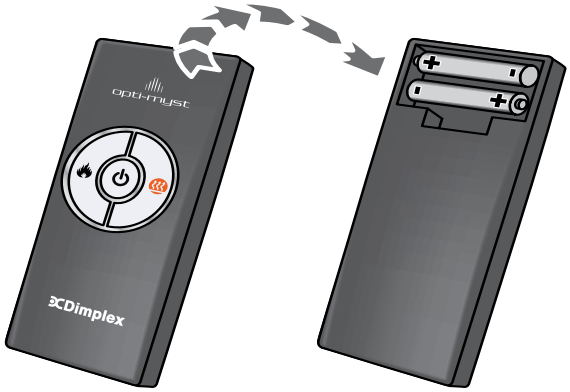


Fig.7



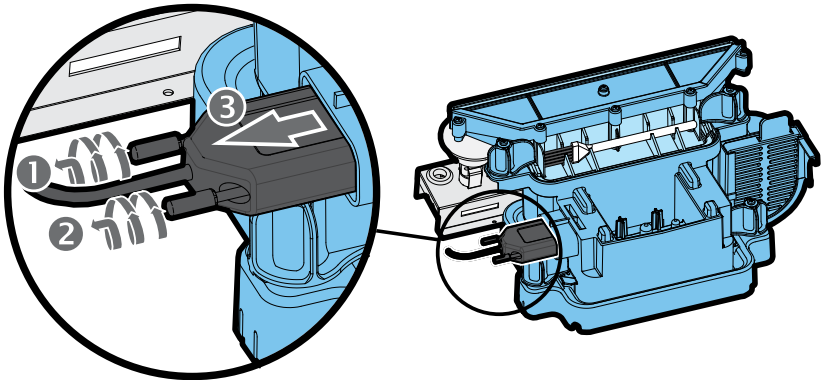


Fig.8

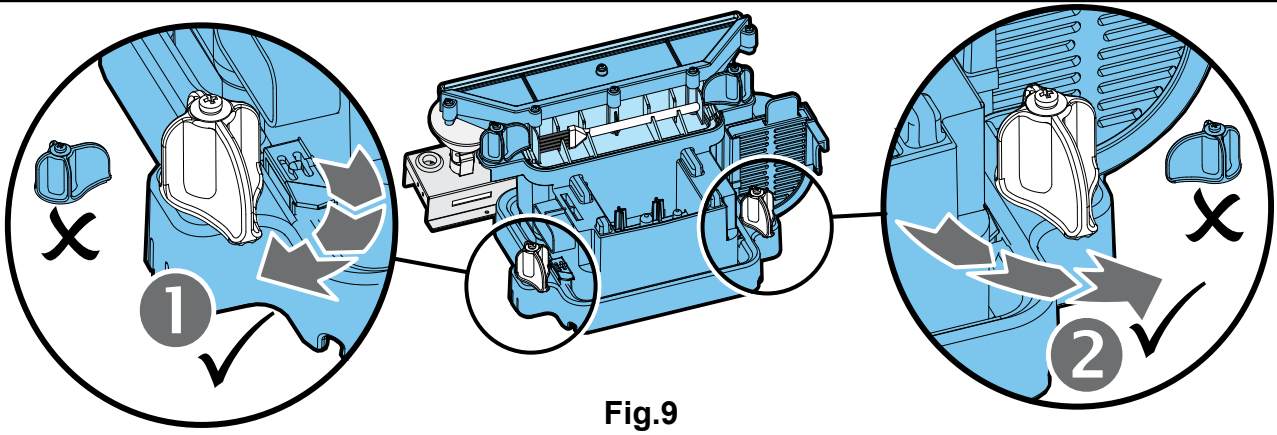


Fig.9

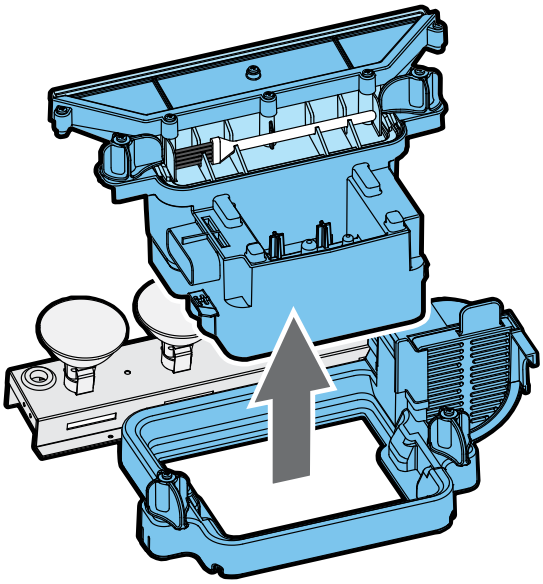


Fig.10

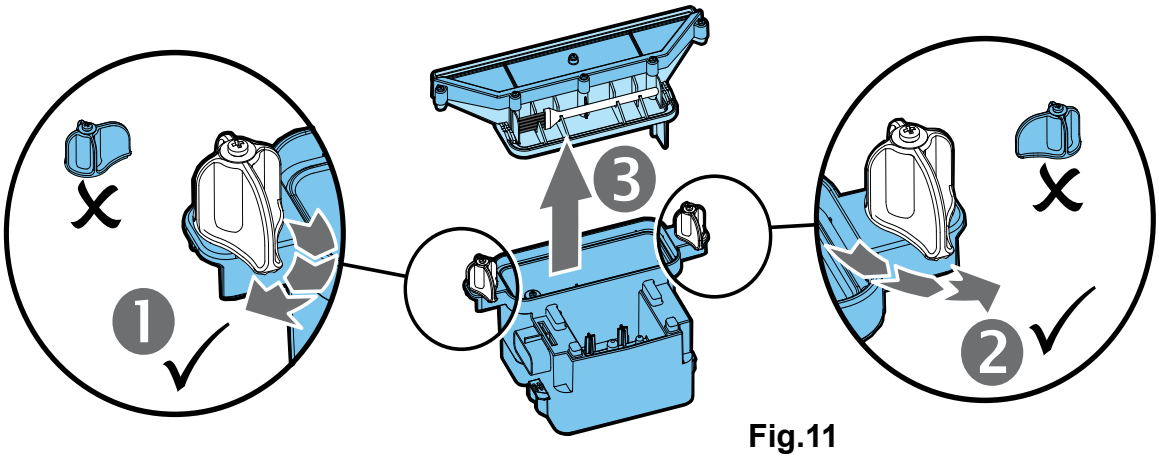


Fig.11

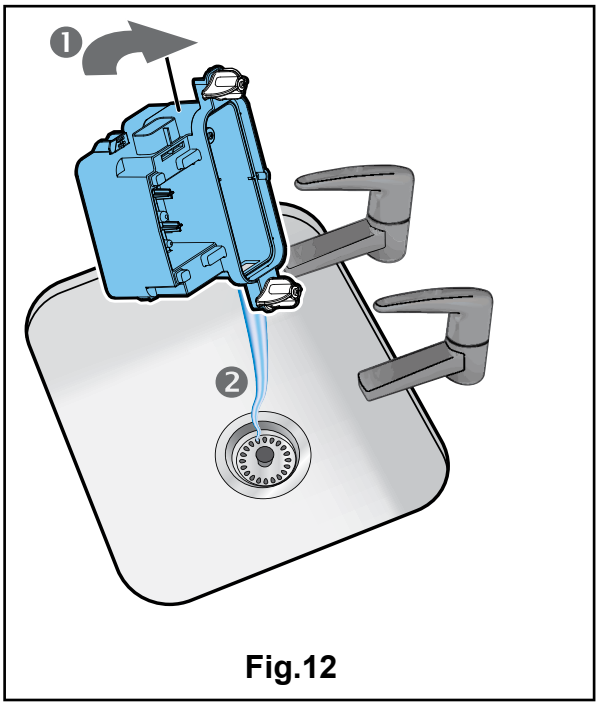


Fig.12

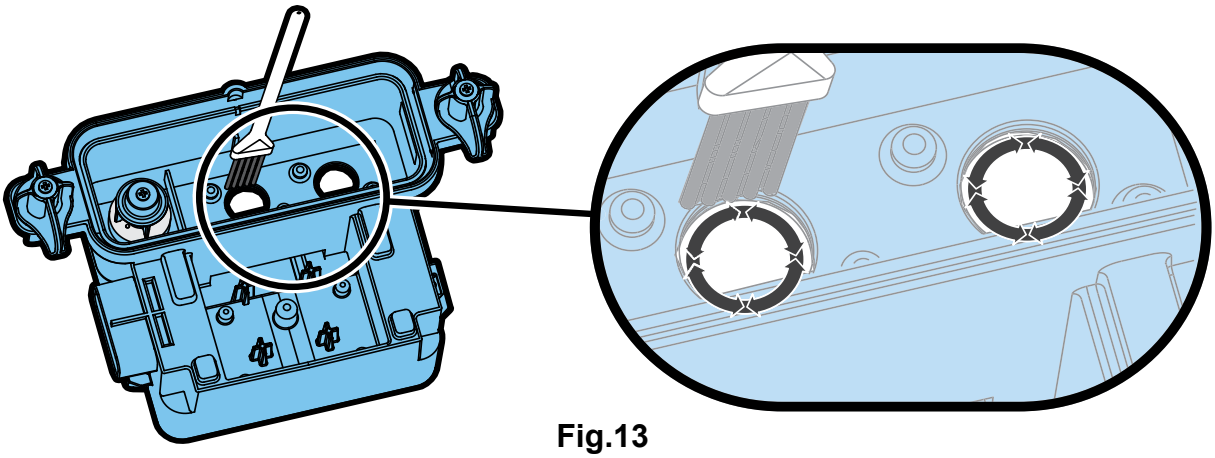


Fig.13

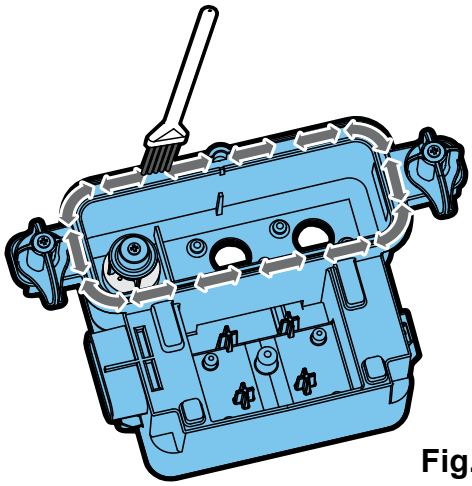


Fig.14

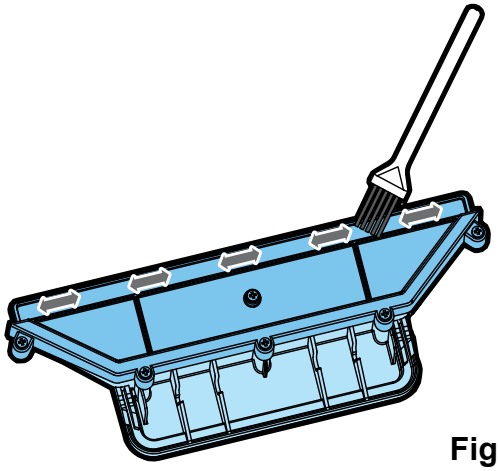


Fig.15

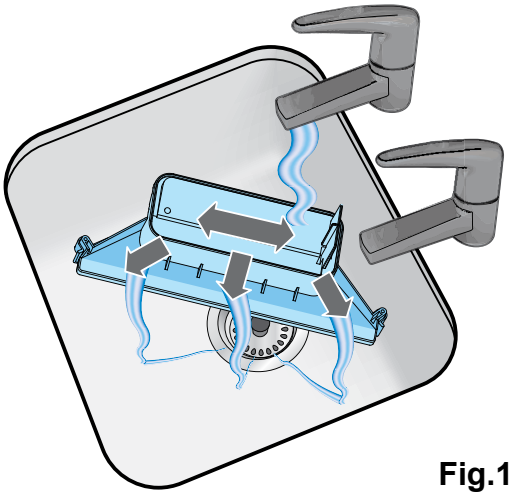


Fig.16

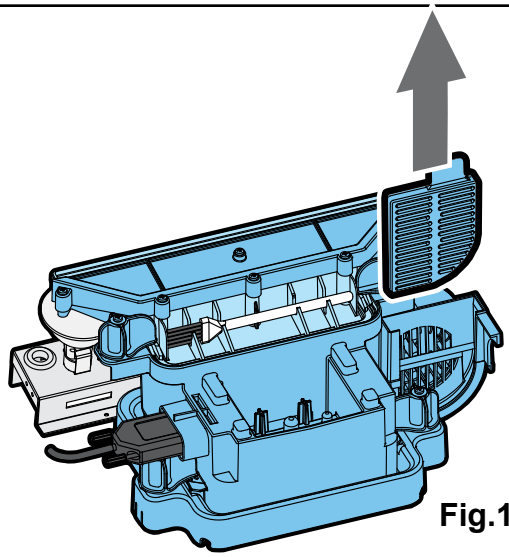


Fig.17

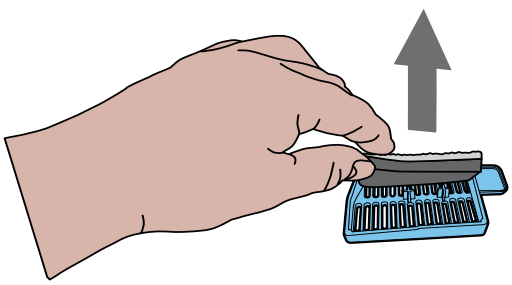


Fig.18

Dimplex Opti-myst Inset Fires

Model: Cavendish CSH20 (Brass Inset), Chesford CSD20 (Titanium Inset)

IMPORTANT: THESE INSTRUCTIONS SHOULD BE READ CAREFULLY AND RETAINED FOR FUTURE REFERENCE

Important Safety Advice:
When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock and injury to persons, including the following:
If the appliance is damaged, check with the supplier before installation and operation.
Do not use outdoors.
Do not use in the immediate surroundings of a bath, shower or swimming pool.
Do not locate the heater immediately below a fixed socket outlet or connection box.
This appliance is not intended for use by children or other persons without assistance or supervision if their physical, sensory or mental capabilities prevent them from using it safely. Children should be supervised to ensure that they do not play with the appliance.
Do not use this heater in series with a thermal control, a program controller, a timer or any other device that switches on the heat automatically, since a fire risk exists when the heater is accidentally covered or displaced.
Ensure that furniture, curtains or other combustible material are positioned no closer than 1 metre from the heater.
In the event of a fault unplug the heater.
Unplug the heater when not required for long periods.
Although this heater complies with safety standards, we do not recommend its use on deep pile carpets or on long hair type of rugs.
The appliance must be positioned so that the plug is accessible.
If the supply cord is damaged it must be replaced by the manufacturer or service agent or a similarly qualified person in order to avoid a hazard.
Keep the supply cord away from the front of the heater.
WARNING: In order to avoid overheating, do not cover the heater. Do not place material or garments on the heater, or obstruct the air circulation around the heater.

The heater carries the Warning symbol indicating that it must not be covered.

General.
Unpack the heater carefully and retain the packaging for possible future use, in the event of moving or returning the fire to your supplier. The Remote Control and batteries are packed separately in the carton.
The fire incorporates a flame effect, which can be used with or without heating, so that the comforting effect may be enjoyed at any time of the year. Using the flame effect on its own only requires little electricity.
The heater is designed for use inset into a 407mm (16") or 457mm (18") wide by 559mm (22") high fireplace opening or freestanding - see also section 'Installation Instructions'.
Before connecting the heater check that the supply voltage is the same as that stated on the heater.
Please note: Used in an environment where background noise is very low, it may be possible to hear a sound which is related to the operation of the flame effect. This is normal and should not be a cause for concern.

Electrical connection.
WARNING – THIS APPLIANCE MUST BE EARTHED.
This heater must be used on an AC ~ supply only and the voltage marked on the heater must correspond to the supply voltage.
Before switching on, please read the safety warnings and operating instructions.

PLEASE RETAIN THIS USER'S GUIDE FOR FUTURE REFERENCE
Do not put Opti-myst plastic components into a dishwasher.
Only slide out the drawer when the water tank needs to be filled or a lamp needs to be changed otherwise you will inadvertently alter the water level and the flame effect operation.
Only use filtered tap water in this appliance.
Always ensure that the appliance is sitting on a level floor.
If you intend not using the appliance for longer than 2 weeks, drain the water from sump and water tank and dry the sump.
Once installed, never move this appliance or lay on its back, without draining the water from sump and water tank.
The water tank, sump, sump lid, tank cap and air filters must be cleaned once every two weeks, particularly in hard water areas.
The appliance should never be operated if the lamps are not working.
The lamps should be regularly inspected as described under 'Maintenance' and 'Changing lamps'.

Installation Instructions
Before installing this appliance, we recommend that;
1. You have your chimney cleaned by a competent chimney sweep.
2. You block off the chimney flue.
This procedure is important for the efficient operation of the heating unit and will also reduce heat loss up the chimney.

Installation.
Ensure that all packing items are removed (read any warning labels carefully).
Retain all packing for possible future use, in the event of moving or returning the appliance to your supplier.

To install the appliance;
1. Remove the fireplace grate, ashpan etc.
2. The ashbed grate should be stored away for possible future use.
3. Clean the hearth of any ash residue or dust etc.
At the rear of the appliance, two adjustable supports are provided for levelling, where the base of the fireplace opening is raised above the level of the hearth.
You are now ready to install the electric fire into your fireplace.
Make sure the unit is switched **OFF.**
Hold the fire by the sides of surround and gently manoeuvre into position. Plug the fire into a 13amp/240 volt outlet. Ensure that the supply cable exits at the front of the fire, at the right or left hand corner to suit your supply socket location and is not trapped under the fire such that it might cause it to be damaged.

Before using the manual controls firstly fill the water tank (See 'Maintenance', 'Filling the water tank').

Manual Controls.
The Opti-myst Manual controls are located beneath the hinged canopy cover. Raise the canopy cover to access the controls. (See Fig.2 for Manual Control lay out)
Switch 'A':- Controls the electricity supply to the heater.
Note: This switch must be in the 'ON' (**I**) position for the heater to operate with or without heat.

Switch 'B':- Controls the function of the fire.
Press 🔥 once to turn on flame effect. This will be indicated by one beep.
Although the main lights operate immediately it will take a further 30 seconds before the flame effect starts.
Press 🔥 again to give flame effect and half heat.
This will be indicated by two beeps.
Press 🔥 again to give flame effect and full heat.
This will be indicated by three beeps.
Press 🔥 again to return to flame effect only.
This will be indicated by one beep.
Press ⏻ to put fire in to standby mode.
This will be indicated by one beep.

Control Knob 'C':- Controls the intensity of the flame effect.
Turning the control knob Clockwise increases the flame effect, turning the control knob Anti Clockwise will decrease the flame effect.

Control Knob 'D':- Controls the Electronic Thermostat setting.
Turning the control knob Clockwise will decrease the temperature setting, turning the control knob Anti Clockwise will increase the temperature setting.

LED 'E':- When this is illuminated it indicates that the water tank is empty. You will hear two beeps.
When the water is empty the main lamps go out. See instructions under 'Maintenance', 'Filling the water tank'.
When this procedure is complete, the main lamps will illuminate but it will take 30 seconds before the flames return.

Electronic Thermostat
The thermostat controls the heat output according to the room temperature. This ensures that the heater will not produce heat unnecessarily when the room is warm.
To set the temperature you require, turn the thermostat control knob 'D' (See Fig.2) Anti-Clockwise until the desired temperature is reached. Alternatively to heat a cold room quickly, turn the thermostat control knob 'D' (See fig.2) up fully. When the room has reached the desired temperature, turn the thermostat control knob 'D' (See Fig.2) clockwise until the desired heat setting is achieved.
The heater will now automatically operate at this temperature.

Remote Control Operation
On the control panel, Switch A (see Fig.2) must be in the 'ON' **(I)** position in order for the remote control to operate. There are 3 buttons on the remote control. (See Fig.7)
To operate correctly the remote must be pointed towards the front fuel effect.
The remote control functions are as follows:

🔥 **Press once to turn on Flame effect only.**
This will be indicated by one beep.

Press once to turn on Half heat and Flame effect.
This will be indicated by two beeps.
Press again to turn on Full heat and Flame effect.
This will be indicated by three beeps.

⏻ **Standby**
This will be indicated by one beep.

Battery Information.

1. Unclip the battery cover on the back of the remote control. (See Fig.7)
2. Install AAA batteries into the remote control.
3. Replace the battery cover.

Discard leaky batteries.

Dispose of batteries in the proper manner according to provincial and local regulations.
Any battery may leak electrolyte if mixed with a different battery type, if inserted incorrectly, if all the batteries are not replaced at the same time, if disposed of in a fire, or if an attempt is made to charge a battery not intended to be recharged.

Thermal safety cut-out

A thermal safety cut-out is incorporated in the fan heater to prevent damage due to overheating. This can happen if the heat outlet was restricted in any way or if the chimney flue has not been blocked off effectively. If the cut-out operates, unplug the heater from the socket outlet and allow approximately 10 minutes before reconnecting. Before switching the heater back on remove any obstruction that may be restricting the heat outlet, then continue normal operation.

Tips for using your appliance.

1. Only pull out the drawer when its time to refill the water tank or change a lamp, otherwise it may lead to excess water in the sump and reduced flame effect. If this happens empty the water from the sump as instructed under 'Maintenance'.

2. With the flame setting on minimum the unit will use approximately 40ml of water per hour and will last 3 times as long than when it is at maximum flame setting.

3. Do not tilt or move the fire while there is water in the tank or sump.

4. Make sure that the fire is on a level floor.

5. The flame control knob 'C' Fig.2 may be turned up or down to give a more realistic effect.

6. Sometimes the flames appear more real when the flame control knob is turned down.

7. Give the flame generator some time to react to changes you may make on the flame control knob.

Maintenance

WARNING: ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE ATTEMPTING ANY MAINTENANCE

Changing lamps.

If a large amount of the smoke appears grey or colourless it may be that one or more lamps have failed.
You can check for lamp failure as follows.
1. Leaving the flame effect on, gently pull the drawer fully out by the tab. (See Fig.3)
2. View the lamps from a distance in front of the fire and observe which lamp needs to be changed.
3. Put Switch 'A' in the 'OFF' position, and unplug the fire from the mains.
4. Leave the appliance for 20 minutes to allow the lamps to cool down before removing them.
5. Remove the water tank by lifting upwards and place in a sink.
6. Remove the sump as described in the Cleaning Section.
7. Remove the defective lamp, by gently lifting vertically and disengaging the pins from the lamp holder, (See Fig.4 and 5). Replace with a Dimplex Opti-myst, 12V, 50W, Gu5.3 base, 8º beam angle, coloured lamp. (Purchased from www.dimplex.co.uk under the section 'After Sales Service', details of how to purchase the lamps are contained therein.)
8. Carefully insert the two pins of the new lamp into the two holes in the lamp holder. Push firmly in place. (See Fig.4 and 5).
9. Replace the Sump and water tank and carefully close the drawer.
10. Switch on.

Filling the water tank.

When using the appliance for the first time or when the water level warning light comes on, you will hear 2 audible 'beeps' when the water is empty and the tank needs refilling, follow these steps.
1. Press Switch 'A' to **(0)** (See Fig.2)
2. Gently pull out the drawer as far as possible by the tab. (See Fig.3)
3. Remove the water tank by lifting upwards and outwards.
4. Place the water tank in sink and remove cap, Anti-clockwise to open. (See Fig.6)
5. Fill tank with **filtered tap water only**. This is necessary to prolong the life of the flame and smoke producing unit. The water should be filtered through a conventional domestic water filter unit and the filter should be replaced regularly.
6. Screw the cap back on, **do not overtighten**.
7. Return the tank to the sump, with the tank cap facing down and the flat side of the tank facing outward.
8. Gently push the drawer back in as far as it will go.
9. Press Switch 'A' to 'ON' (**I**) position (See Fig.2)
10.Press Switch **'**B' once to turn on flame effect. (See manual control section and Fig.2)

Cleaning.
WARNING – ALWAYS DISCONNECT FROM THE POWER SUPPLY BEFORE CLEANING THE HEATER.
We Recommend cleaning the following components once every 2 weeks, particularly in hard water areas:-
Water Tank, Sump and Seal, Sump lid, Tank cap and seal, Air filter.
For general cleaning use a soft clean duster – never use abrasive cleaners. To remove any accumulation of dust or fluff the soft brush attachment of a vacuum cleaner should occasionally be used to clean the outlet grille of the fan heater.

Water tank
1. Remove water tank, as described earlier, put into sink and empty water.
2. Using the supplied brush gently rub the inside surfaces of the cap paying particular attention to the rubber ring in the outer groove and the centre rubber seal.
3. Put a small quantity of washing up liquid into the tank, refit the cap and shake well, rinse out until all traces of washing up liquid are gone.
4. Refill with filtered tap water only, replace the cap, do not overtighten.

Sump
1. Press Switch 'A' to the 'OFF' **(0)** position
2. Gently pull the drawer out as far as possible. (See Fig.3)
3. Remove the water tank by lifting upwards.
4. Disconnect the electrical connector, located on the left side of the sump, by first loosening the two retaining screws and gently withdrawing the connector. (See Fig.8)

5. Release the lower sump locking tabs by turning 90º, this allows the sump to be lifted completely from its location. (See Fig.9)
6. Gently lift up the sump assembly, taking care to keep level so as not to spill any water. Sit the assembly in the sink. (See Fig.10)
7. Release the two upper sump locking tabs by turning 90º, then lift off the sump lid. (See Fig.11)
8. Carefully tilt, as shown, so that the liquid drains out of the sump. (See Fig.12)
9. Put a small amount of washing up liquid into the sump, and using the supplied brush, gently clean all surfaces including the metal discs and the rubber seal located in the top grooved surface. **Do not remove the rubber seals**. (See Fig.13 and 14)
10. When cleaned, thoroughly rinse the sump with clean water.
11. Clean the outlet surface of the sump lid with the brush and flush out thoroughly with water. (See Fig.15 & 16)
12. Reverse the above steps to reassemble.

Air filter.
1. Press Switch 'A' to the 'OFF' **(0)** position (See Fig.2)
2. Gently pull the drawer out as far as possible. (See Fig.3)
3. Remove the tank and place in a sink with the cap facing upwards.
4. Gently slide upwards the air filter plastic holder. (See Fig.17)
5. Remove the filter combination from the plastic holder.
6. Gently rinse with water in the sink and dry with fabric towel before returning.
7. Replace the filter combination making sure that the course black filter is in contact with the plastic holder. (See Fig.18)
8. Replace the tank.
9. Close the drawer fully.
10. Press Switch 'A' to the 'ON' (**I**) position (See Fig.2)

Recycling.
For electrical products sold within the European Community.

At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.

After Sales Service.
Your product is guaranteed for one year from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (excluding lamps & subject to availability) provided it has been installed and operated in accordance with these instructions. Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee. Should you require after sales information or assistance with this product please go to **www.dimplex.co.uk** where you will find our self help guide by clicking on "After Sales" or ring our help desk on 0845 600 5111 (UK) or 01 842 4833 (R. O. I.). Spare parts are also available on the web site.
Please retain your receipt as proof of purchase.

Troubleshooting

Symptom	Cause	Corrective Action
The flame effect will not start.	Mains plug is not plugged in.	Check plug is connected to wall socket correctly.
	Switch A is in the 'ON' **(I)** position, but mode Switch B has not been pressed. (See Fig.2)	Press Switch B once for flame effect.(See Fig.2)
	Low water level.	Check 'Low water level' warning LED 'E' under canopy hood. (See Fig.2). If 'ON' fill water tank.
	Low voltage connector not connected properly. (See Fig.8)	Check that the connector is inserted correctly. (See Fig.8)
The flame effect is too low.	Flame effect control knob is set too low. (See Fig.2)	Increase level of flame by turning Control knob C clockwise slowly. (See Fig.2)
	The water in the sump may be too high due to the drawer being opened and closed a number of times, water tank removed a number of times, or the fire has been moved.	If water level in the sump is more than 40mm, the sump should be removed and emptied in the sink.
	Metal Disc at the base of Sump might be dirty (See Fig.13)	Clean Metal Discs with soft brush supplied. (See Fig.13) See 'Maintenance.' for a step by step procedure.
Unpleasant smell when unit is used.	Dirty or stale water.	Clean the unit as described under maintenance.
	Using unfiltered tap water.	Use only filtered tap water.
The flame effect has too much smoke.	Flame effect setting is too high.	Turn the flame effect Control knob C anticlockwise to minimum and slowly turn clockwise, about ¼ a turn, at a time. Give the flame generator some time to adjust before increasing. (See Fig.2)
Main lamps are not working and there are no flames or smoke.	LED 'E' Fig.2 is Lit.	Follow instructions under **Maintenance**, 'Filling the water tank'.
	LED 'E' Fig.2 is not Lit.	Check the plug is connected to wall socket correctly. Switch 'A' Fig. 2 is in the 'ON' (**I**) position. Press switch 'B' Fig.2 until you can hear one beep only, for flame effect.

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This product is protected by one or more of the following patents : PCT/ EP2005/009774, PCT/ EP2007/002207, GB0717773.6, GB0717772.8, GB0717770.2, GB0809322.1The design of this product is protected by EU Design Rights

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